

Overview of Monthly Activity

The Bureau received 91 (38 were received electronically) complaints during the month of April 2015.

101 (48 electronic) complaints were closed

1 required more information to proceed with an investigation

1 were closed due to lack of Bureau jurisdiction

30 were dismissed for no violation

11 were referred back to the DOC

57 complaints were investigated

1 assist was given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)

6 (3 electronic) complaints were substantiated (see below)

50 were unsubstantiated due to no violation of policy and/or procedure existing

8 complaints remain open (2 from March, and 6 from April)

The Bureau also corresponded with another 205 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution**1. Indiana State Prison**

Complaint Type	Visitation
Complaint Summary	The offender complained that his visits had been taken permanently, but per policy he was only supposed to be placed on a six-month restriction.
Basis for Claim	02-01-102 Offender Visitation
Investigative Summary	The Bureau contacted Howard Morton, Executive Assistant at the facility.
Outcome	The visitation restriction was updated to six months to reflect that it was his first offense.

Follow-up No follow-up necessary as the visitation restriction has been updated.

2. Miami Correctional Facility

Complaint Type Medical

Complaint Summary The offender complains that he was supposed to receive follow up medical care, but had not received it.

Basis for Claim Healthcare Services Directive 2.04

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The offender was seen, evaluated, and treated further.

Follow-up No follow-up necessary as the offender has received further care.

3. New Castle Correctional Facility

Complaint Type Classification – time cut

Complaint Summary The offender complained that he had tried contacting several different people to help him get credit for a time cut, but no one would help him.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted Randy Short, Director of Adult Classification.

Outcome The offender received the time cut.

Follow-up No follow-up necessary.

4. Putnamville Correctional Facility

Complaint Type Classification - time cut

Complaint Summary The offender complained that he had talked to his counselor who had confirmed that he had received two time cuts, but only one had been credited.

Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Randy Short, Director of Adult Classification.
Outcome	The offender received his time cut.
Follow-up	No follow-up necessary as the time cut has been applied.

5. Putnamville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he had been trying to get his medicine for over a month and still did not have it.
Basis for Claim	Healthcare Services Directive 2.04 Access to Care. Healthcare Services Directive 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The medication was provided.
Follow-up	No follow-up necessary, as the offender has his medication and staff appropriately implemented efficiencies to ensure this would not happen again.

6. Westville Correctional Facility

Complaint Type	Dental
Complaint Summary	The offender complained that he was supposed to have teeth extracted, but had not been scheduled.
Basis for Claim	Dental Services Manual
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was seen and treated and facility processes were reviewed further to ensure that proper scheduling would occur in the future.

Follow-up No follow-up necessary, as the offender has had his teeth pulled and new processes have been implemented.

Assist

1. Putnamville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he was in need of care for an infection in his toe and he had not been able to be sent out for medical.

Basis for Claim Healthcare Services Directive 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The offender was seen and treated.

Follow-up No follow-up necessary, as the offender has received the necessary care.

Follow-up from Previous Months

Follow-up for Substantiated Complaints

1. Miami Correctional Facility - Medical

Synopsis: The offender complained that he has an eye condition that causes his eyes to be sensitive to light. He believes that he should be able to block the sun from his cell because of it and had been given a pass to do so.

30 – Day Review: Offender was seen by eye doctor and has received tinted glasses. Staff was counseled as to appropriate care to be given for such a condition in accordance with security concerns.

Follow-up for Assists

1. Miami Correctional Facility - Medical

Synopsis: The offender complained that he had been waiting over two weeks to be treated for a

broken collar bone and dislocated shoulder. He had been sent out and the approval for the surgery occurred over seven days later.

30-day Review: He was scheduled for and received the surgery.

2. Miami Correctional Facility - Medical

Synopsis: The offender complained that he's submitted three healthcare request forms, but has not been seen for pain that he's having in his knee.

30-day Review: The offender has received a cane, was evaluated and ordered medication. He was released before he could be given further treatment.